

RAY AHMED

Frontend Software Developer

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For a detailed list of experience & education please visit RayAhmed.ca & linkedin.com/in/ray-ahmed

PROFILE

I bring several highly specialized and unique set of experiences and skills to the table. These were obtained when I had the opportunity to work as a Security & Life Safety Manager of a large retail / office tower complex in the greater Vancouver area where I led a team of 65 people. I was described as a very easy-going manager that ran a good balance between staff leisure and discipline. I now look forward to leveraging these skills towards my future goals in software engineering as I transition back fulltime into the IT industry. I invite you to review my projects at RayAhmed.ca to assess my abilities in software development.

SUMMARY OF WORK EXPERIENCE*

Software, Information Technology	Software Development Consultant, <i>SSD Consulting (Self Employed)</i> 2016 - Present	Frontend web development using React.js, JavaScript, HTML5, CSS, WordPress, Woo Commerce, Shopify and other modern technologies.
	Software Developer / Network Administrator, <i>Web Era Computer Services Inc.</i> 2001 - 2003	Hosting services and DNS setup for client domain names. G-Suite, Microsoft Outlook client email setup. Website and database backup, website migration Digital media marketing solutions and online search engine optimizations.
Security & Life Safety	Security Manager, <i>True Canadian Security Corp</i> 2018 - Present	Responsible for managing all operational aspects of the security program at BC's largest shopping centre, combined office tower complex and residential towers.
<i>*see complete work history on the following page</i>	Site Security Manager, <i>Concord Security Corp</i> 2003 – 2016	Maintained company standards and industry leading practices in the areas of Emergency Management, Operational Management, Personnel & Staffing, Budget & Administration, Health & Safety and other relevant Security Department functions.

EDUCATION

CDI College, *Burnaby, BC*
Computer Programmer Analyst & Internet Solutions

Scrimba Online Coding School, scrimba.com
Frontend Developer Career Path

TECHNICAL SKILLS

• HTML5	• React.js	• Strapi
• CSS3	• Gatsby.js	• UI Design
• JavaScript (ES6+)	• GraphQL	• Material UI
• JSX	• Github	• Styled Components
• JSON	• WordPress	• WooCommerce

PORTFOLIO PROJECTS

1. Netflix Clone Built with React.js

<https://netflixrahmed.netlify.app/>

2. CommerceJS ECommerce Platform

<https://commercejsrahmed.netlify.app/>

3. Firegram Photo Gallery

<https://firegramrahmed.netlify.app/>

4. Global Events Tracker

<https://eventstrackerrahmed.netlify.app/>

DETAILED WORK EXPERIENCE

Software, Information Technology

Software Development Consultant, *SSD Consulting (Self Employed)* 2016 – Present

- Frontend web development using **React.js, JavaScript, HTML5, CSS, WordPress, Woo Commerce, Shopify** and other modern technologies.
- Hosting services and DNS setup for client domain names.
- G-Suite, Microsoft Outlook client email setup.
- Website and database backup and website restoral and migration using phpMyAdmin.
- Digital media marketing solutions and online search engine optimizations.
- Banners, fliers and other graphics design solutions using various Adobe products.
- Building new client relationships and fostering current ones.

Software Developer / Network Administrator, *Web Era Computer Services Inc.* 2001 – 2003

- Designed, developed and maintained multiple client websites using HTML, JavaScript and ASP classic.
- Maintained a network of web hosting servers using the Microsoft IIS technology.
- Setup and maintained client email services through Microsoft Exchange.
- Setup of enterprise level firewall and anti-malware software on web servers.
- Consistently reviewed the current state of IT infrastructure and identified issues or opportunities for improvement.
- Scheduled offsite backups of critical software and data for the purposes of IT disaster recovery planning.
- Mentored other IT colleagues to develop their knowledge of IT Infrastructure.
- Troubleshooting repair and resolution of computer hardware issues by diagnosing computer internal parts and replacing PC expansion cards.
- Daily meetings with clients / management to review progress on predefined goals and key performance indicators.

Security & Life Safety

Security Manager, *True Canadian Security Corp* 2018 – Present

- Responsible for the management of security and concierge services in several downtown residential towers.
- Looked after the staffing and scheduling of the aforementioned towers.
- Developed and continually maintain building standing orders and standard operating procedures.
- Deal with day-to-day operational challenges and needs in conjunction with the client.
- Conduct periodic reviews and checks of the vulnerable areas of the building and provide target hardening solutions.
- Provide customer service and care for the tower residents and follow up on their inquiries and demands.
- Based on previous industry experience, developed and provided the company owner with Training Checklists, Staff Orientation Packages, Employment Contracts and Employee Corrective Action templates.
- Work closely with the strata, the building maintenance managers and third-party contractors to achieve varying degrees of code compliance.
- Assist with quarterly and yearly building maintenance projects.

Site Security Manager, *Concord Security Corp* 2003 – 2016

EMERGENCY MANAGEMENT

- Responsible for managing all operational aspects of the security program at BC's largest shopping centre and a combined office tower complex.
- Maintained company standards and industry leading practices in the areas of Emergency Management, Operational Management, Personnel & Staffing, Budget & Administration, Health & Safety and other relevant Security Department functions.
- Responsible for the implementation, upkeep and testing of emergency response plans to ensure the property was adequately prepared to deal with a wide range of potentially adverse incidents
- Developed and maintained emergency management plans including the Fire Safety Plan, Emergency Response Plan, Evacuation Plan and Business Continuity Plan.
- Developed, scheduled and oversaw various emergency drills and developed and conducted an annual fire evacuation drill
- Responsible to ensure all aspects of the security program were assessed and updated regularly to remain current with client provided standards and industry practices, and continually achieved operational and fiscal efficiency.

Security & Life Safety

- Developed, implemented and monitored operational procedures, processes and standards to facilitate ongoing and effective security management practice.
- Recorded, edited and published site training videos and prepared documentations on various emergency response programs.
- Contributed towards Property Action Plans and management of follow-up actions to the property Security Risk Assessment (SRA) to ensure identified issues were addressed in an expedient and prioritized manner.
- Contributed towards future planning, maintenance, expansion, and integration of security-related systems and technology within the facility to ensure ongoing high standards, and cost-effective service.
- Conducted periodic review of the property to assess vulnerable targets and to plan target hardening and preventative solutions.
- Handled extra security coverage for special store events / launch functions and yearly major calendar events.
- Using my IT expertise and background, automated existing site protocols and developed new software using Filemaker Pro to enhance the level of service offered to the client.
- Managed and audited a vast array of site keys including high security Medeco keys and standard issue keys in conjunction with a third-party locksmith company.
- Headed the Occupational Health and Safety Committee to ensure occupational safety was prioritized and effectively practiced throughout all areas of property operations.
- Assisted in conducting accident investigations and prepared reports with recommendations for client review.
- Weekly checklists and deficiency audits of fire safety equipment, site elevators and escalators, emergency phones and various other mechanical equipment located across the property.
- Developed and maintained professional documents ranging from Site Training Checklists, Staff Orientation Packages, Standard Operating Procedures and Building Standing Orders.
- Excellent knowledge of various CCTV, Access Control and Intrusion software.
- Responsible for server and client station local backups and quarterly remote backups of critical site software.
- Knowledge and understanding of applicable federal, provincial and municipal legislation and regulations in the area of Security Management.

LEADERSHIP & MANAGEMENT

- Contributed to the setting of individual and team objectives within the Security Department staff of 65 people and personally ensured they were achieved to a high and consistent standard.
- Prepared reviewed, distributed and filed daily memoranda, staff records, disciplinary actions, correspondence and other pertinent communications.
- Handled a high stress and ever evolving challenging environment with tact and subtlety required to ensure the smooth and seamless operations of the site at large.
- Provided regular motivation and mentoring to all staff to encourage ongoing professional development for succession planning purposes.
- Working with HR in head office on interviewing, hiring, training and retaining new staff in addition to maintaining the needs and demands of existing staff.
- Fostered and developed excellent crew relationship with the staff so as to ensure high levels of morale were maintained within the team.
- Scheduling / Book Offs / Vacations and balancing of over 2000 weekly staff hours for payroll.
- Mentorship and guidance of core crew and new staff.
- Monthly, three months, quarterly and annual staff reviews.
- Quarterly training of staff on customer service best practices for patrons in retail and office towers.
- Weekly senior staff meetings so as to ensure good continuity of workflow in all shifts.
- Management of staff functions, team building events and instant rewards programs for the purposes of staff retention and morale upkeep.
- Using knowledge from JIBC Incident Command System, I took charge of large-scale major incidents on site which would involve bomb threats, evacuations and critical events involving emergency services and the media.

CUSTOMER SERVICE & CLIENT RELATIONS

- Maintained positive and constructive relationships with the internal contacts by providing timely and accurate support as required to ensure open communication was fostered between all levels of management.
- Provided ongoing support and counsel to tenants on security-related issues.
- Made presentations for internal department heads and for the benefit of tenants / law enforcement agencies.
- Identified security incident trends in Monthly Summary reports with a follow up to ensure appropriate security response was rendered.
- Available over the phone and email 24/7 for after hour calls by the staff and client alike. Always available to come in after hours to assist with various emergencies.
- Collaborated closely and regularly with tenants / clients / emergency services in relation to emergency preparedness and response.